

9.3 Work Queue Configuration



Work Queue Configuration

- Work Queues are created and configured in the **Workflow Area of System Manager**. This is where Work Queues can be provided with a Name and a Key Name.
- The Key Name directly correlates to a column name in the Collection Stage, that is used within a Process to add new Items to a Work Queue. The column value for each new Item will appear in the Item Key column, in the Queue Management Area of Control Room.
- Sensitive data such as account numbers or policy numbers, must not be stored in the Item Key column. As this is an identifier that is visible throughout Blue Prism.
- From the Workflow Area, it is also possible
 - To check the status of a Work Queue.
 - To set the number of Retry Attempts for Items within the Work Queue.
 - To find references to the Process interacting with a particular Work Queue.
- The Encrypted option is available to ensure any sensitive data held within the Work Queue, is also encrypted within the Blue Prism database.

Staff ID (Number)	Surname (Text)	Forename (Text)	DOB (Date)	Full-Time (Flag)
1001	Smith	John	04/07/1982	True
1002	Clarke	Jane	07/09/1954	False
1003	Ling	Xinyi	12/12/1976	True
1004	Perry	Susan	24/05/1990	True
1005	Khaled	Ahmed	03/08/1986	True

Key Name in Collection Stage properties.

Item Key	Priority	Status	Tags	Resource	Attempt	Created	Last Updated
1005	0			BP0481_debug	1	23/07/2019 12:07:55	23/07/2019 12:07:55
1004	0			BP0481_debug	1	23/07/2019 12:07:55	23/07/2019 12:07:55
1003	0			BP0481_debug	1	23/07/2019 12:07:55	23/07/2019 12:07:55
1002	0			BP0481_debug	1	23/07/2019 12:07:55	23/07/2019 12:07:55
1001	0			BP0481_debug	1	23/07/2019 12:07:55	23/07/2019 12:07:55

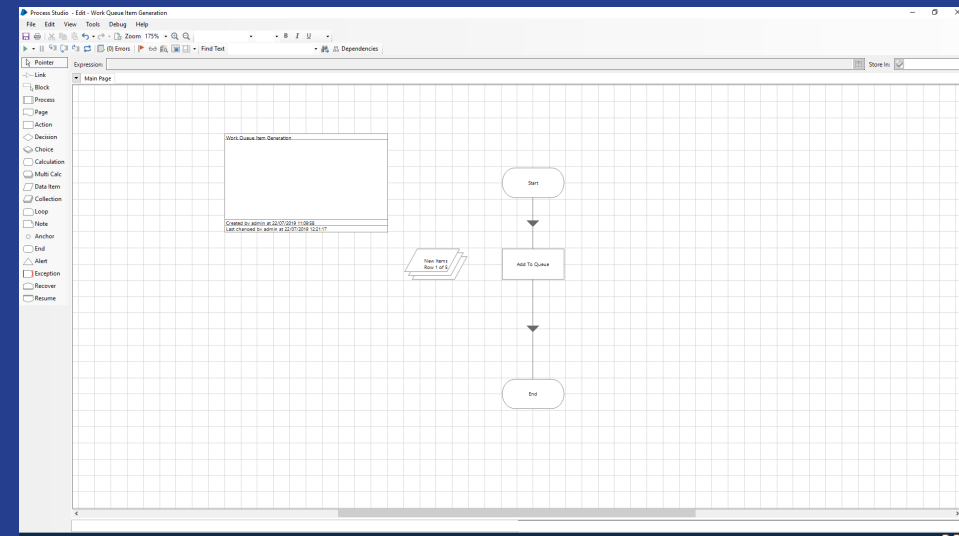
Item Key column in Work Queue.

Collection Properties window showing field configuration. The 'Fields' tab is active, displaying a table with columns: Name, Type, Description, and Fields. Fields listed include Staff ID (Number), Surname (Text), Forename (Text), DOB (Date), and Full-Time (Flag). The 'Summary' section shows 'Text' as the type. Buttons for 'Add Field', 'Remove Field', and 'Clear Fields' are on the right. Checkboxes at the bottom include 'Reset to Initial Value whenever this page runs', 'Hide from other pages in the process', and 'Single Row'.

Collection Stage properties window.

Queue Detail window for Queue2. Fields include Name (Queue2), Key Name (Staff ID), Maximum Attempts (2), Status (Running), and Encrypted option (checked). The 'using key' dropdown is set to 'Default Encryption Scheme - <Unresolved Key>'. Other options like 'Active Queue', 'Assigned Process', and 'Assigned Resource Group' are also visible.

Queue Detail with Encrypted option.



Process Diagram containing Add To Queue Action Stage.